



**DEPARTMENT OF PERSONNEL**  
**209 East Musser Street, Room 101**  
**Carson City, Nevada 89701-4204**  
**(775) 684-0150**  
**<http://dop.nv.gov>**

**MEMO PERD #40/06**  
August 22, 2006

TO: Department Directors  
Division Administrators

FROM: Jeanne Greene, Director  
Department of Personnel

SUBJECT: Mediation Program and Certification – Las Vegas

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The Department of Personnel successfully partnered with the UNR, Extended Studies department to offer a Beginning Mediation and Conflict Resolution Certificate class exclusively for State of Nevada employees in Carson City. We are now able to offer the same class to a group of 25 employees in **Las Vegas**. You are encouraged to enroll your staff as soon as possible before all the spaces are filled. The class dates, location, enrollment, and payment information is attached to this email.

The intent of this training is to expand the State's pool of certified mediators. Employees who are certified will become a part of a statewide team who will be called upon intermittently to provide mediation services in agencies other than their own. The Department of Personnel will coordinate the mediation program including maintaining a list of certified mediators, receiving mediation requests, and assigning mediators based on their availability and managements approval.

If you have questions regarding the mediation pool or mediation services, please contact Gladys Clark, EEO Director (702) 486-2907, [gclark@dop.nv.gov](mailto:gclark@dop.nv.gov) or Tammy Smith EEO Officer (775) 684-0104, [tsmith@dop.nv.gov](mailto:tsmith@dop.nv.gov).

Again, thank you for your continued assistance and support of the Department of Personnel.

JG:sq

cc: Agency Personnel Liaisons

# Extended Studies at the University of Nevada, Reno presents

## Beginning Mediation and Conflict Resolution

### Certificate Program

*State of Nevada contract, October 3-5 and 18-19, 2006, in Las Vegas*

Mediation and conflict resolution have become an integral part of the business world and our society. Developed by Extended Studies in partnership with the Neighborhood Mediation Center, a nonprofit agency funded by Washoe County to provide mediation and dispute resolution services, this 40-hour training program prepares professionals from any industry to effectively resolve conflicts and mediate disputes, enhancing organizational efficiency.

<b>When:</b>	Tues.-Thurs., Oct. 3-5, and Wed.-Thurs., Oct. 18-19, 2006, 8 a.m.-5 p.m.
<b>Where:</b>	555 East Washington Ave., Suite 1412, Las Vegas
<b>Instr.:</b>	Trip Barthel, M.A., executive director and founder, Neighborhood Mediation Center
<b>Who:</b>	State of Nevada employees
<b>Fee:</b>	\$625 per enrollment by Sept. 15, 2006

#### About Mediation

Mediation is a voluntary, confidential process that involves the intervention of a third-party professional to help resolve disputes that arise between two or more parties. Mediators help the parties clarify key issues, build possible options and devise solutions that work well for all.

Participants will learn to:

- Facilitate interpersonal relations
- Recognize and resolve conflicts early
- Communicate more effectively
- Assist with disagreements
- Enhance organizational efficiency

#### Program Topics

The Beginning Mediation and Conflict Resolution Certificate Program provides training in the concepts and practices of mediation, its uses and its limits.

Topics include:

- Awareness of personal values and biases
- Listening and problem solving
- Cultures and conflict
- Organizational dispute resolution
- Team building
- Concepts, practices and tools of the mediation process

#### Certificate Requirements

To receive a certificate in Beginning Mediation and Conflict Resolution, participants must successfully complete the 40 hours of training. Attendance in all sessions is mandatory.



#### Enrollment Requirements

This program is available only to state of Nevada employees who received this information through their departments. Each department must enroll through Extended Studies at the University of Nevada, Reno by phone at (775) 784-4062, or by fax at (775) 784-4801, by **Sept. 15, 2006**. Payments may be made by credit card or purchase order only. If paying with a purchase order, please complete the attached third party payment form and fax to (775) 784-4801. Enroll early — the program may be cancelled if the minimum enrollment requirement of 26 students has not been met by Sept. 15, 2006.

For program information, call Shera Alberti-Annunzio at Extended Studies,  
(775) 784-4046 or 1-800-233-8928. Email: [shera@unr.edu](mailto:shera@unr.edu)  
For more information about mediation and the Neighborhood Mediation  
Center, call (775) 788-2127 or visit: [www.mediatenmc.org](http://www.mediatenmc.org).



# Third-Party Payment Noncredit Course Registration Form

## Extended Studies at the University of Nevada, Reno

UNIVERSITY  
OF NEVADA  
• Reno

Use this form to have your company/agency billed directly for your enrollment fees. If you will be paying your own enrollment fees, do not use this form. Use the **Individual Payment form**. Your registration is not complete until it has been reviewed and processed by our Enrollment Services staff. This includes processing payment and reviewing for complete information. Once your payment has been processed, you will receive a confirmation letter verifying your official enrollment in the course.

### Course Information Please register me for the following course(s):

Course Title	Sched. #	Begin Date	Fee
			\$ _____
			\$ _____
			\$ _____

For week-long Gaming Management classes only: ☐ Option 1 with lodging ☐ Option 2 without lodging **Total** \$ \_\_\_\_\_

I received this course information from: ☐ Brochure ☐ Catalog ☐ Web site ☐ Other \_\_\_\_\_

I understand that if the company/agency declines to pay Extended Studies for any reason, I may be liable for the entire course and/or materials fees and any costs incurred for collection of fees.

Signature of Student \_\_\_\_\_ Date \_\_\_\_\_

### Billing Information

Company Name \_\_\_\_\_

Company Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Employer/Agency Billing Contact Person \_\_\_\_\_ Phone \_\_\_\_\_

Fees to be billed: ☐ Course fees \$ \_\_\_\_\_

### Payment Information

Number of participants: \_\_\_\_\_

☐ Purchase Order No. \_\_\_\_\_

☐ VISA ☐ MasterCard ☐ Discover ☐ American Express

☐ Check (payable to **Board of Regents**)

Cardholder's Name (print) \_\_\_\_\_

Credit Card Number \_\_\_\_\_

Expiration date \_\_\_\_\_ Amount \$ \_\_\_\_\_

Signature (as it appears on card) \_\_\_\_\_

### Participant Information

(For group billing, attach the following information for each participant.)

Name \_\_\_\_\_

Title \_\_\_\_\_

Home Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Company \_\_\_\_\_

Work/Day Phone ( \_\_\_\_\_ ) \_\_\_\_\_ Home/Eve. Phone ( \_\_\_\_\_ ) \_\_\_\_\_

FAX ( \_\_\_\_\_ ) \_\_\_\_\_ E-mail address \_\_\_\_\_

### Registration and Cancellation Information

This is a binding payment agreement which reserves enrollment space in the class for the participant listed. Upon receipt of this form and processing of payment, Extended Studies considers the participant formally enrolled in the class. A \$10 **NONREFUNDABLE** administrative fee will be assessed per course cancellation for participant-initiated refunds. If you need to cancel your enrollment, you must notify Extended Studies enrollment services at (775) 784-4062 or 1-800-233-8928 by **noon**, the day before the start of the course (excluding weekends and holidays) to receive a full refund minus the \$10 administrative fee. **Informing your instructor is not sufficient notice for a refund.**

No refunds will be given for cancellation or refund requests received the day of class or anytime thereafter. You may transfer your fees to an available course, without penalty, if you notify Extended Studies enrollment services at (775) 784-4062 or 1-800-233-8928, by **noon**, the day before the start of the course (excluding weekends and holidays).

Failure to notify Extended Studies of cancellation by noon the day before the start of the course (excluding weekends and holidays) renders the signer responsible for the entire course fee. The signer may be liable for any costs incurred for collections of fees.

Signature of Authorized Company/Agency Representative \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Signer \_\_\_\_\_ Date \_\_\_\_\_

### Registration Options



**By Telephone:** (775) 784-4062 or 1-800-233-8928  
Credit card or company purchase order is required.



**By Fax:** (775) 784-4801  
A completed registration form with credit card information or company purchase order is required.



**By Mail:** Send completed registration form and check, company purchase order or credit card information to:

**Enrollment Services  
Extended Studies/048  
University of Nevada, Reno  
Reno, NV 89557 USA**



**In-Person:** Extended Studies,  
Continuing Education Building,  
1041 N. Virginia St., Second Floor,  
University of Nevada, Reno  
Mon.-Fri., 7:30 a.m.-5 p.m.

[www.extendedstudies.unr.edu](http://www.extendedstudies.unr.edu)